



Concept Paper # 239

Name of document to be reviewed:

(Please check one item listed in the following two sections)

Document for review and approval:

- ☒ Request for Proposal (RFP)
☐ Request for Service (RFS)
☐ Request for Quote (RFQ)
☐ Invitation to Qualify

- ☐ Sole Source Procurement
☐ Statement of Work
☐ Staff Augmentation
☐ Master Agreement Purchase

NOTE: Sole source procurements will also need authorization from DAS Procurement for this type of purchase. Please also contact DAS Procurement at this location:

<http://das.gse.iowa.gov/procurement/solesource%202010.pdf>

Document for review only:

☐ Master Agreement

☐ Request for Information (RFI)

Agency: Iowa Vocational Rehabilitation Services

RFP Reference #:

Release Date: March 4, 2013

This project is requesting IOWAccess funds: Yes ☐ No ☒

NOTE: IOWAccess concept papers are to be sent to Wes Hunsberger (Wes.Hunsberger@iowa.gov) for an internal DAS review.

Projected cost over \$50,000? Yes ☒ No ☐

Projected agency staff hours over 750? Yes ☒ No ☐

Project Cost, Funds and Funding Source:

Please list the internal and external resources/costs for the purchase:

Internal Resources/Costs: 21.3% General Fund

External Resources/Costs: 78.7% Federal Rehabilitation Services Administration



<u>Timelines:</u>	August 1, 2013	Release Request for Proposals
	August 29, 2013	Bids Close
	September 6, 2013	Award Announced
	September 16, 2013	Evaluation Period Begins
	October 16, 2013	Evaluation Period Ends
	October 21, 2013	Contract Executed

Goal: To streamline services to clients and increase staff efficiencies by utilizing a contractor-managed, internet-based virtual assistant system.

Background: IVRS is seeking an automated, web-based virtual assistant system to be used to enhance our current Case Management System (IRSS) adding functionality to automate clerical tasks and facilitate communication with agency consumers. The system will improve job candidates' engagement with vocational rehabilitation services, reduce lapsed case dates for progress reviews and annual review dates, reduce the number of unsuccessful closures after an employment plan has been written, and improve the number of successful employment outcomes experienced by IVRS that can be tied to improved communication and work flow with individual job candidates. The virtual assistant system will enhance staff capacity through various methods of communication with job candidates such as e-mail, texts, automated phone calls, etc. The system will remind and follow-up with job candidates on appointments, scheduled activities and key benchmarks that need to be communicated between IVRS staff and the job candidate. The automated virtual assistant system will serve as a bridge and tool to help fill the gaps of continual communication with job candidates. The system will be integrated into the IVRS case management reporting system and be customizable to meet general expectations that are outlined in the Rehabilitation Services Administration regulations and procedures for case status movement from status 10 and above.

Expected Results:

What are the tangible and intangible benefits of this purchase for this agency and/or state government?

- Reduced lapsed case dates for progress reviews and annual reviews.
- Reduced number of unsuccessful closures after an employment plan is written.
- Improved number of successful employment outcomes through improved communication.
- Enhanced staff capacity through various methods of automated, electronic communication.
- Improved job candidate involvement through scheduled activities/homework.
- Improved documentation of communication between IVRS and job candidates.
- Increased Ticket to Work dollars through better communication and tracking of job candidates so they do not exit the system unsuccessful.

Can these benefits be quantified in financial terms? If yes, please explain.

Yes. IVRS intends to use this virtual assistant system only in cases where data shows electronic communication is relevant and beneficial, and assignments can be given electronically in lieu of face-to-face meetings. These services will be contracted on a case-by-case basis. Because the service will not be used in all cases, IVRS will be able to compare outcomes for job candidates who have used the



service with outcomes of those who have not. Cost analysis will show whether cases where the service is funded have better outcomes than the general case load.

How will you be more effective as a result of this purchase?

Staff capacity has reached a maximum and we are not in a position to hire additional staff. Clerical needs have increased due to improved work effectiveness and growth of case load sizes. We need to reduce staff time that is spent on these activities so they can be maximized in other direct service areas. An automated virtual assistant system will enhance staff capacity through various methods of communication with our job candidates such as use of e-mail, texts, automated phone calls, etc. to remind and follow-up with them on appointments, scheduled activities and key benchmarks that need to be communicated between IVRS and the job candidate. The automated virtual assistant system will serve as a bridge and tool to help meet the gaps of continual communication with our job candidates.

How will service to your customers be enhanced as a result of this purchase?

Case management services are on-going and customer service will be enhanced through regular communication. Our current case management system (IRSS) does not have the intelligence or functionality to perform these automated communication functions. IVRS is not interested in replacing IRSS, but simply enhancing its functionality with an add-on virtual assistant component. Job candidates will benefit from the service through improved employment outcomes and decreased unsuccessful outcomes through effective communication practices.

Testing and Acceptance: As part of the Request for Proposal, the successful bidder will be required to allow IVRS to pilot and test the system for 30 days. If IVRS approves of the performance, a contract will be executed.

Some of the Interested Parties: IVRS counselors, supervisors, managers, and IT support.

Some of the Recipients of this Service: IVRS job candidates, as well as IVRS staff, will benefit from the system.

Standards: IVRS requires contractor adherence to the IVRS Password Policy and the State of Iowa Enterprise Web Application Security Standards. The RFP requests all contractors submitting a bid to describe ID and password module(s), procedures, and levels of security used when assigning a unique ID and password to each system user.

Architecture: All aspects of the system architecture will be hosted by the contractor as part of the managed service. Contractor shall describe physical security controls; logical security controls; event logging, if any; intrusion detection services; security protocols for data at rest and data in-transit; and overall security practices. Contractor shall also inform IVRS if data will be hosted outside the continental United States. Contractor shall describe certifications, if any; background checks; and clearances for personnel who will have access to IVRS data.



Business Continuity / Disaster Recovery: IVRS requires contractor to have a comprehensive business continuity/disaster recovery plan available upon IVRS request. Contractor is also required to take appropriate measures as defined in the plan to ensure business continuity in the event of a disaster of system failure. In addition, contractor is to provide a timeframe for completely resuming service to IVRS.

Recommendations from the State CIO:

NOTE: Where applicable, all DAS GSE Procurement and IA Administrative Code 11-105 and 11-106 requirements and procedures are to be followed. Reference: <http://das.gse.iowa.gov/procurement/>, specifically: <http://das.gse.iowa.gov/procurement/adminrules/>.

Duplication recommendation from the State CIO to the DAS Director:

- a) Is there duplication within Government? *(Please identify duplication at the agency level, as well as within the enterprise)*
- b) Can an existing program be modified to address a new need?
- c) Do you have any similar program in existence?
- d) Have you sought IT procurements for similar programs in the past?
- e) Do you have purchasing documents for similar programs?
- f) Do you have similar purchasing documents that could be used as a starting point for this program?
- g) Is there anything you could provide that could assist the agency with this IT procurement?
- h) Are there alternatives available to the agencies?

Recommendation of the State CIO to the DAS Director:

Authorize this IT procurement Yes X No ____

Alternatives suggested by the State CIO
(see comments below) Yes ____ No X

Additional comments from the State CIO: **Recommendation by the TEC is for approval. State CIO subsequently approved.**

During the review process of this procurement request, the CIO and TEC made suggestions for changing the draft RFP. The agency made these changes to their RFP and resubmitted the RFP for review. The CIO approves of the RFP's final version.

DAS Director's action:

Authorize this IT procurement Yes X No ____

DAS Director's signature and date:

Approved by Lon Anderson on behalf of Director Carroll on 9/6/13.